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```
      26842  WORKFLOW?
      4841394  PROCESS??
      1058512  SERVICE?
      2285761  LOAD?
      849220  BALANC??
      1264130  DISTRIBUT??
      101503  (((WORKFLOW? OR PROCESS??) OR SERVICE?) OR
      LOAD?) (2N) (BALANC?? OR DISTRIBUT??)
      884732  SERVICE
      3067159  LEVEL
      371041  GOAL?
      763825  OBJECTIVE?
      495  SERVICE(W)LEVEL(W) (GOAL? OR OBJECTIVE?)
      87706  OMIT??
      3686591  REMOV??
      73379  SKIP??
      353088  DELET??
      1064434  ACTIVIT??
      4318545  STEP?
      623386  TASK?
      4841394  PROCESS??
      315426  (((OMIT?? OR REMOV??) OR SKIP??) OR
      DELET??) (2N) (((ACTIVIT?? OR STEP?) OR TASK?) OR
      PROCESS??)
      3610746  PY>2003
S1      9  ((WORKFLOW? OR PROCESS?? OR SERVICE? OR LOAD?) (N2)
      (BALANC?? OR DISTRIBUT??)) AND (SERVICE () LEVEL ()
      (GOAL? OR OBJECTIVE?)) AND (OMIT?? OR REMOV?? OR
SKIP??
      OR DELET??) (N2) (ACTIVIT?? OR STEP? OR TASK? OR
      PROCESS??) NOT PY>2003
```

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? rd

>>>Duplicate detection is not supported for File 349.

>>>Duplicate detection is not supported for File 654.

>>>All specified files are unsupported, command ignored.

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? t s1/ti/all

1/106/1 (Item 1 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT  
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Country	Number	Kind	Date
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1/106/2 (Item 2 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT  
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Country	Number	Kind	Date
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1/106/3 (Item 3 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT  
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Country	Number	Kind	Date
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1/106/4 (Item 4 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT  
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Country	Number	Kind	Date
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1/106/5 (Item 5 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT

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Country	Number	Kind	Date
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1/106/6 (Item 6 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT  
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Country	Number	Kind	Date
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1/TI/7 (Item 1 from file: 654)  
DIALOG(R)File 654: US PAT.FULL.  
(c) Format only 2009 Dialog. All rights reserved.  
**Systems and methods for managing resource utilization in  
information management environments**

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1/TI/8 (Item 2 from file: 654)  
DIALOG(R)File 654: US PAT.FULL.  
(c) Format only 2009 Dialog. All rights reserved.  
**Monitoring and control engine for multi-tiered service-level  
management of distributed web-application servers**

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1/TI/9 (Item 3 from file: 654)  
DIALOG(R)File 654: US PAT.FULL.  
(c) Format only 2009 Dialog. All rights reserved.  
**Systems and methods for resource usage accounting in  
information management environments**

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? t s1/3,k/8,7

**Dialog eLink: Order File History**

1/3,K/8 (Item 2 from file: 654)

DIALOG(R)File 654: US PAT.FULL.

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0005184563 \*\*IMAGE Available

Derwent Accession: 2003-417968

**Monitoring and control engine for multi-tiered service-level management of distributed web-application servers**

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95062-5319, US

	Publication Number	Kind	Date	Application Number	Filing Date
	-----	--	-----	-----	-----
Main Patent	US 20030036886	A1	20030220	US 2001682324	
20010820					

Fulltext Word Count: 11804

\*\*IMAGE Available

**Abstract:**

A web site provides services to uses over the Internet. End-user service - level objectives (SLOs) such as availability and performance are measured and reported to a SLO agent. User...

**Summary of the Invention:**

...less than 5%, or a server availability of greater than 99.95%, are known as service - level objectives (SLO's). These objectives are defined in terms of the end-user service experience, rather...

...0008] Monitoring products that measure against such service - level objectives are being developed, such as Hewlett-Packard's Web Transaction Observer. However, when such SLO...

...same CPUs, requiring that CPU usage be intelligently allocated among them all to maximize the service - level objective .

[

**Description of the Drawings:**

...0012]FIG. 2 is a diagram of a service - level - objective (SLO) monitoring and control system for a multi-tier web site...

...7 is a software entity diagram showing policy actions called in response to an availability service - level - objective violation...

...8 is a software entity diagram showing policy actions called in response to a performance service - level - objective violation...

Description of the Invention:

...government workers, and even web cam views promoting tourism.  
E-brokers provide stock quotes, account balances, and trading services

. Several back-end databases may be accessed by front-end server applications. Each of these...

...for better monitoring, diagnosis, and automated control of the various software components so that desired service - level objectives (SLO's) are met...

...service and tier, allowing an automated management server to diagnose problems and relate them to service - level objectives .

[...

...0040] FIG. 2 is a diagram of a service - level - objective (SLO) monitoring and control system for a multi-tier web site. In this greatly simplified...

...0041] High-level service - level - objective (SLO) agent 18 communicates with an administrator/user through user-interface and configuration manager 19. The administrator defines the services and service - level objectives using configuration manager 19. These overall objectives are stored in SLO agent 18. When a service - level objective is not being met, the administrator is notified by an alarm message that SLO agent...

...SLO agent 18 forwards service information to service agents 27, 37, 47.

Although the overall service - level objectives are kept by SLO agent 18, service agents 27, 37, 47 keep track of service...

...node's failure. Service agent 27 can then take corrective action, such

as instructing a load balancer to stop sending requests to web server

22. The node can be automatically restarted and...quotes service. Another

SLO, availability could also be associated with the stock quotes service.

The service - level objective 's priority relative to other SLO's allows the SLO agent to adjust resource allocation...

...7 is a software entity diagram showing policy actions called in response to an availability service - level - objective violation. SLO

violation events can be generated by the service agent or by the SLO...

...8 is a software entity diagram showing policy actions called in

response to a performance service - level - objective violation.  
SLO  
violation-performance event 80 is generated by the SLO agent when the  
external...  
...adjustment may not be able to be performed on those nodes. The  
control  
engine can skip the action steps and go directly to alarming or  
trying subsequent policies. Some policies such as a load...

Exemplary or Independent Claim(s):

1. A distributed monitor and control engine comprising: a service -  
level - objective (SLO) agent, receiving measurements of an SLO  
objective for a web service to a web...

...10. A computer-implemented method for monitoring and controlling a  
web  
site to meet a service - level objective (SLO) of a service  
having multiple tiers of service components, the method  
comprising:  
when a...

...computer-usable medium having computer-readable program code means  
embodied therein for controlling and monitoring service - level  
objectives , the computer-readable program code means in the  
computer-program product comprising: network connection means...

...first tier means for receiving and partially processing external  
requests for the service having a service - level objective  
(SLO), the first tier means having a plurality of first service  
components each able to...

Non-exemplary or Dependent Claim(s):

...monitor and control engine of claim 8 wherein the service agent  
comprises a plurality of service agents distributed about the  
web  
site, each service agent for monitoring and controlling a  
different  
tier at...

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**Dialog eLink: [Order File History](#)**

1/3,K/7 (Item 1 from file: 654)

DIALOG(R)File 654: US PAT.FULL.

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0005194072 \*\*IMAGE Available

Derwent Accession: 2003-439499

**Systems and methods for managing resource utilization in  
information management environments**

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Chaoxin Qiu, INV

Scott Johnson, INV

Correspondence Address: William W. Enders O'KEEFE, EGAN & PETERMAN,

Building C, Suite 200 1101 Capital of Texas Highway South, Austin,  
TX,  
78746, US

	Publication Number	Kind	Date	Application Number	Filing Date
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Main Patent	US 20030046396	A1	20030306	US 2002117028	
20020405					
CIP	PENDING			US 20013683	20011102
CIP	PENDING			US 2001879810	20010612
CIP	PENDING			US 2001797200	20010301
CIP	PENDING			US 2001947869	20010906
CIP	PENDING			US 2001879810	20010612
CIP	PENDING			US 2001797198	20010301
CIP	PENDING			US 20013728	20011102
Provisional				US 60-353104	20020130
Provisional				US 60-285211	20010420
Provisional				US 60-291073	20010515
Provisional				US 60-246401	20001107
Provisional				US 60-187211	20000303
Provisional				US 60-246373	20001107
Provisional				US 60-187211	20000303
Provisional				US 60-291073	20010515
Provisional				US 60-246445	20001107
Provisional				US 60-285211	20010420

Fulltext Word Count: 72817

\*\*IMAGE Available

#### Description of the Invention:

...Thus, communication, command and control information may be provided

between the various peers via the distributed interconnect. In addition, communication from one peer to multiple peers may be implemented through a...

...of content delivery system 1010. Network interface processing engine 1030 may also be employed to load balance among other content delivery processing engines of content delivery system 1010. Both of these features...

...systems may often be rather large. Processing the entire stack for every

request across the distributed interconnect may significantly impact

performance. As described herein, the protocol stack has been segmented

or...

...examples being ATM, SONET, or wireless. The physical medium between the

network and the network processor may be copper, optical fiber, wireless, etc...

...network traffic at intermediate nodes. Consistent with this conventional

application, these processors are designed to process high speed streams of network packets. In conventional operation, a network processor receives a packet...

...execution of network security policies or protocols. A network processor could also be used for load balancing. Network processors used in this manner can be referred to as "network accelerators" ...tasks. A specialized interface 28 may be specially programmed to optimize the path between network processor 12 and distributed interconnection 1080... manner that optimizes the system performance for a given load. At the processing engine level, loads may be balanced between the multiple processing modules of a given processing engine to further optimize the system...request to start a video stream, a request for stored data, etc. A request for services may include, for example, a request for to run an application, to store a file...or storage capacity, etc.) may be adaptively or dynamically allocated or re-allocated according to service level objectives, enabling proactive SLA management by preserving or allocating more resources for a given customer when...

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? b 411

```
26oct09 08:38:59 User276702 Session D262.3
    $15.90    3.245 DialUnits File349
        $1.62  6 Type(s) in Format  6 (UDF)
        $1.62  6 Types
$17.52 Estimated cost File349
    $90.02   14.782 DialUnits File654
        $1.64  2 Type(s) in Format  3
        $0.90  3 Type(s) in Format  6 (UDF)
        $2.54  5 Types
$92.56 Estimated cost File654
    OneSearch, 2 files, 18.028 DialUnits FileOS
    $2.40 INTERNET
$112.48 Estimated cost this search
$440.92 Estimated total session cost 126.886 DialUnits
File 411:DIALINDEX(R)
```

DIALINDEX(R)

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\*\*\* DIALINDEX search results display in an abbreviated \*\*\*  
\*\*\* format unless you enter the SET DETAIL ON command. \*\*\*





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